

PhoebePatient

Frequently Asked Questions

➤ **What is Phoebe Patient Portal?**

The Phoebe Patient Portal is a convenient and secure health-management tool you can use anywhere you have access to the Internet. Through the portal, you can:

- View your lab results
- View your health record

➤ **Who can use the Phoebe Patient Portal service?**

Patients who have used any hospital within the Phoebe Putney Health System (PPHS) and are 18 years of age or older.

➤ **How is this service different than e-mail?**

Phoebe Patient Portal ensures authentication of a patient message since it requires a personalized username and password. It also offers much more security as compared to plain email. And while plain email allows messages to be stored on multiple services across the Internet, Phoebe Patient Portal messages are never stored anywhere but on the secure Phoebe Patient Portal servers, and they cannot be read en route, deleted, copied, or altered in any way. Phoebe Patient Portal provides security and an audit trail, making it superior to e-mail as a means of confidential patient communication.

➤ **What computer hardware/software do I need to use the Phoebe Patient Portal service?**

- Desktop Browsers
 - Microsoft Internet Explorer - 11 and higher
 - Firefox - latest version
 - Chrome - latest version
- Mobile Browsers
 - Apple IOS – Version 6 and higher
 - Android – Latest version of Chrome
 - Microsoft Surface – Internet Explorer 11 on Windows 8+

➤ **How do I get started?**

Visit www.PhoebePatient.com and click on the button entitled “Hospital Visits”. On the logon page click on the “Enrollment Form” link in the left lower corner.

➤ **How can I access the portal once I have completed the account setup process?**

For future visits to the Phoebe Patient Portal AFTER you have completed the setup process, you can log in via the “Hospital Patients” link at www.PhoebePatient.com.

➤ **Why am I not receiving email alerts?**

You can confirm your email address for notifications or change your email address by completing the following steps:

- Open your hospital patient portal account.
- Click “Preferences” in the middle of the lower navigation bar.
- Edit the email listed in the “Communication Preferences” section by clicking the button the right side labeled “Update User Preferences”.
- Enter your new email address for notifications.
- Make sure the second box under “Update Email Preferences” is un-checked. This box is labeled “I do not want to receive emails about Health Portal System Updates
- Click “Submit”

A notification that your email was updated will appear. Notifications regarding new Phoebe Patient Portal messages will be sent to the newly listed email address.

➤ **What is included in the health record?**

The Phoebe Patient Portal includes a view of clinical data from our Phoebe Putney Health Systems Electronic Medical Record. Your **Health Record** includes:

- Clinical Record Summary
- Medications
- Immunizations
- Clinical and Lab Results
- Care Instruction and Documents
- Problems and Procedures
- Vital Signs
- Family and Social History

- The next three upcoming appointments.

➤ **What lab results can I view on the portal?**

Pathology and Blood Bank results are not available on the Phoebe Patient portal.

➤ **Can I access the portal on all my electronic devices?**

Yes, the Patient Portal is mobile optimized, so you can easily navigate through it on all of your devices. There is also an app for the patient portal.

➤ **Will I be notified if my session is going to time out?**

Yes, there is a time-out notification that will notify you after 15 minutes of inactivity. The notice will give you 1 minute to save your data. Note that there is no “save” feature with the time out notification.

➤ **What if I forget my password?**

If you register for Phoebe Patient Portal and forget your password, you can simply click the “Forgot Password?” link below the Sign In box on the Sign In page.

➤ **As a user, do I have to enter my health information in the Health Record section of Phoebe Patient Portal? Who has access to the Phoebe Patient Health Record? Who can change my Health Record?**

The Phoebe Patient Record is for your own personal use. The Phoebe Patient Health Record is simply a tool to help you take control of your health care. You can request that demographic information be changed by clicking on the “Profile” button and then “Update Profile”. This will send an email to our Health Information Management (HIM) team and they will review the request and make appropriate changes. If you feel that information in the documentation in your record is incorrect, you will need to contact HIM and discuss with a Phoebe HIM member.

➤ **What if I decide I want to discontinue me or my family member’s membership in Phoebe Patient Portal?**

You can discontinue your Phoebe Patient membership at any time.

If you want to alter your Phoebe Patient account by removing a family member from the service, the family member's information will be removed from your Phoebe Patient Health Record. You can always re-add the family member back to your Phoebe Patient account at a later date, if you wish.

➤ **Who can I contact if I have trouble logging in or accessing the Phoebe Patient Portal?**

Contact 312-5465 between the hours of 8 a.m. – 5 p.m., Monday – Friday for assistance.

➤ **How can I obtain a copy of my entire medical record?**

Please call the appropriate Health Information Management (HIM) Department.

- HIM, Albany – 229-312-6000
- HIM, Americus – 229-931-1397
- HIM, Cuthbert – 229-209-1290
- HIM, Worth – 229-777-3850